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## THE PEDULILINDUNGI ADMINISTRATION SERVICES ON SWAB PATIENT : A CASH ON CLINIC DR. H. ABDUL ROFIEQ DEPOK

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### ABSTRACT

In the early of 2020 Indonesia was faced on victim of Corona virus 19 (Covid-19). This syndroms was known as the pharyngal capacity in which the patient fell it is hard to breath, hight temperature, lost of power and it ends with the dead. Most of the countries over the world experience this syndroms. As for Indonesian goverment, this problem is seen as the most serious problem and goverment exposed some regulations such as social distancing, away from the crowded, weqr mask and the compulsory of vaccimes of all indonesian people. The swab Antigen program is employed to people to detect whether someone is suspected or unsuspected to Covid 19. The process of swab Antigen is carried out by Nosafaring system in which the nose muccus by using the cotton bud and finnaly the muccus is tested in labratoriun to get information corona virus syndroms on patient. The most serious problem for society to go to health centre for Swab Antigen is the procedure of administration which seem complicate and society seem rhe victim of Covid 19 as the common diasase. They would rather stay home than go to medical centre for checking their health. The investigation was held in Klinik dr. H. Abdul Rofieq. Depok to see how it s service make everything easy for patient to have the medical health. The investigation is qualitative one in which some questions are adressed to the caretaker of clinic to see the effectiveness of service in administration and the motivation of patient to go to medical centre for swab antigen. The finding sows thats more and more patients go to Clinic dr. H Abdul Rofieq for health.

**Keywords:** Administration Services, Swab Patient, covid 19

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### 1. INTRODUCTION

The swab antigen program is the early detective test given to patient to get information wether someone is suspected or not to the Corona Virus 19 (Covid 19). This test give indication to the medical health on how the antibody and immune in the blood of patient. The indicators are like hight blood temperature, rapid breath and the fever syndroms felt by patient.

To imply the swab antigen, goverment ask people to go to hospital, clinic and other medical health as the pioneer of healthy instance in Indonesia. To check their healthy condition especially for the virus of Corona as the death diasases. And it seems as the dangerous endemic virus which come all over the world.

The swab antigen is implied by nosafaring system, in which the cotton bud is adressed to the nose capacity to get the muccus of nose and then the muccus drop is tested in laboratory. The final result of laboratorium informs two indicators; patient suspected by virus of corona and the second result indicates that someone is not suspected by virus of corona. In addition, the result of laboratorium give imformation on the immune condition and the good antibody of some which patient is resist of any viruses.

The existence of some medical clinic answers the needs of society for healt service to check patient health on the endemic virus. But most of the medical centre have the administration procedure for patient such as identity data, ID card, Family card number, place and date of birth, Civil registration number and

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many other. It seem complicated for patient to fill in forms and other procedural ways. Finally, society think that it better not to check out the healthy to medical centre.

Most of the clinic patients are those who come from the low society. They do not know the prosedure in the clinic to get healty care. What they know is the government ask society to come to the medical center to check out the virus diasases but they do not know how to get service. Most of the low society level finds that it is difficult to get health care because of the complicated procedures

The problem seems that it is not the responsibility of medic officer to gudance patient how to fill in form, what requirements needed in the administration and what procedure the patients undergo in the clinic. What the clinic officer is giving the healthy treatment to patients. More over, the administration procedure of patient to get treatment in the clinic is not explained in the social media.

The questions is : will the patient aware to check out the health condition if the clinic remains the traditional way in welcoming patient for treatment ? To answer this question, the research is done in Clinic dr. H Abdul Rofieq. Depok as the district clinic which is one of the best clinic in Depok which implies the compentitive advantageous to attract patient for health.

## **2. LITERATUR REVIEW**

To get out the bias in this writing, the literature iss needed as the general guidance of ideas and as the framework of writing. The earlier author's ideas has declared some theories of literature on the specipic points.

### **a. Administration**

According to Gie (in "Modern Office Administration" declared that the main function of administration is the service to get information for the future plan of organization. In this case, the administration entails the information which is needed for the future growth of orgqnization. Next, according to Haryadi " Jurnal Administration" published in February 16th, 2022 indicated that the administration is the overall activity among the employee ased on the fix rationality in organization. It means that all employee are inter related one another according to job procedure. Later on, according to Zaimudin Ahmad " Modern Office Practice" (2008 : 25) declared that the fair administration has the intergated system, procedures and workpiece which run simultaneously among individual. In this system, the employe work by certain standar as a whole. Workpiece of one employee entails to another employee. According to Apandi and Yulianti " Administrasi Perkantoran dan Logistik" ( 2020 : 6 ) claimed that administration is the collaborative work amongs two or more employee based on the rationality and certain goal of company.

### **b. Services**

As the companies grow wild and come uup with the difference tehcnique and strategies to compite the market. Each of companies relies on the service strategy as the compentitive advantages to strugle among the modern era. The forms of service come up as the platform to attract customer. According to Kotler in Lidjan Poltak Sinambela ( 2011 : 5 ) claimed that service is the integrated benefit profitable activities of employees to meet the customers' need of satisfaction. The itegrated activities an be classifies as goods, place, facilities and hospitality of employee which means to attract customer. Later on, Kasmir ( 2017 : 47 ) declared that service is someone's sctivities in organization to meet customers' satisfaction, employee's need and management need. The service includes the behaviour, fasilities, and goods. More over, Hayat ( 2017 : 22 ) stated that the public service is the government activities to society as what society want. In this terminology, the service is given by civil government, and civil aparatur to create the social welfare. Rustanto et.al (2019) stated that Service is all the best efforts to provide satisfaction to the people served, both directly and indirectly.

### **c. PeduliLindungi Aplication.**

To controll and search the information of Indonesian people who suspect virus Covid 19, goverments employs the PEDULILINGI as the aplication based on web and link which distributed to all health institutions such ; hospital, klinik, and comunity health center. Alla the data of patient on syndrom of virus covid 19 is recorded in aplication PeduliLindungi. This application makes government easy to control and analize the data of covid 19 in Indonesia. According to Shani ( 2019 : 88 ) Journal of Application , declared that the application is the software which contain some instruction which can be used in organization. Some organization use the software to handle some administration jobs like attendant list, registration, payment and conferences. The application of software can be modified by user since it has some global instructions no sfecify to the content of application. Furthermore, according to Irawan ( 2013 : 5 ) in Accounting application journal, declared that application can be said as software which is ready to apply for the user, company and individual uses. As it seem in thensociety currently, there are some application in social media and it is easy to use by the user in some functions. Later on, Asropudin ( 2013 : 9 ) Journal of accounting Application, published in 2013. Said that application is the computer software which is made computer organization to handles some official jobs.

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### 3. RESEARCH METHOD

This research is the qualitative one, in which the primary data is obtained by delivering some related question designing from the simple until the comprehensive questions. Finally the answers of the respondents became the primary data, and for the complementary data, observation is needed.

There are two ways needed in this research designs :

#### a. Interview

To get the planned and structured interview, firstly questions are designed systematically from the close, intermediate and open question. Close questions refers to the simple question in which the respondents just give the yes and no answer. While the intermediate question is designed to cultivate the deals with the routines job done by the respondents. While the open question refers to the complicate question since these question need the strategic plans of the company to establish the unpredictable condition in the future.

To employ the designed question, it needs the agreement among the researcher and respondent. It happened because the respondent whom researcher make the agreement, has the busy deadline in the clinic, so the interview is done in several days. It must be understood that the respondent was some one who is able to give clear information in detail. It is some one who takes care of the daily operational of clinic.

To obtain the detailed primary data, questions were employed in three steps: the first step is close questions, these questions needed the simple answer and the list of yes or no answer is filled in data. Second is the group on Intermediate questions, where the answers were recorded on the paper since these questions are technical and procedural ones. The third type of question is the Close, the answer of these question is recorded on phone since these questions were the strategic ones.

#### b. Observation

The tactical observation is needed to get the secondary data dealing with the subject observed. The secondary data is needed to accomplish the primary data. The scopes of secondary data by witnessing how the officer of clinic serve the patient directly, also witness how the nurses help patient to get medical treatment and fill in form.

Observation was carried out beyond the interview schedule. It took several minutes for researcher to witness the implication of service delivery from officer to patient who had troubles in getting administration procedures.

There are two objects in this observation; firstly, the observation is addressed to the administration prerequisites that patients have to fill out in the clinic. Administration is something difficult for patient since they do not understand the medical language. Some of the vocabularies are written in English, some are in latin.

The second object of observation is addressing to the patient. In this case, some of patient are low educated people who had to go to clinic for medical purpose. Some of them came to clinic brought nothing, neither ID card nor other identity data. The most prominent patients are the illiterate ones who can not read and write.

### 4. RESULTS AND ANALYSIS

To compete in this modern and digital era, Klinik dr. H Abdul Rofieq, Depok stimulates several strategic and tactical techniques. This is the way as the competitive advantages the clinic has to attract customer come over the medical clinic.

Traditionally, patients come over the clinic and have them prepare the administration. Those who can not prepare the requirement of administration is not the priority to get the medical treatment. They come back home and having nothing. These treatment is common among the medical clinic in Indonesia.

The clinic dr. H. Abdul Rofieq seems this phenomenon as something inhumanity. The clinic then change this perception into the new treatment with the motto "Treatment is charity". To imply this motto, the management of clinic dr, H. Abdul Rofieq sees the patient is a capital which we have to treat them better.

Some steps in welcoming the Swab Antigen patients are as follow :

#### a. Administration Guidance Service

Clinic dr. H. Abdul Rofieq, Depok pays full attention to the uneducated and illiterate patient who come to clinic for medical treatment. But unfortunately some of them have to go home without having treatment. This happens because they do not understand the procedure of administration in clinic and they prefer go home than keep staying in clinic.

The first step, operator of medical clinic dr. H. Abdul Rofieq invite ten patient for swab antigen treatment, and next, officer prepare some forms and take patient to the empty room and give the guidance how to fill in the form. The officer explain point by point in the form and remind patients not to make any mistakes in forms.

For the illiterate, the operator of clinic help them to fill in the forms and make sure patient take all copies of dokumen which is the main point in the PeduliLindungi application. After all of patients's form have filled out, officer of clinic took them to the cashier for payment. This payment process is done by officer since some patients do not know how to pay, where to pay, and how much to pay.

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After making sure, all swab antigen patients having no problem, then the officer take them to the swab antigen rooo and waiting their calling.

#### b. Swab Antigen Treatment

There are some steps imply by officer of clinic dr. H. Abdul Rofieq in welcoming the Swab Antigen to patient :

##### 1) Preparation.

Nurses prepare the tools for swab antigen such as hugienic room for swab antigen, cotton bud, and the tube to keep the result nosafaring test. All is in well prepared, but the nurse should be careful enough to handle these tools. The careless handling of these tools take any risks to patient.

##### 2) Nosafaring Process

Nosafaring is the process to take the mucus in the nose capacity of patient. Firstly, nurse take patient to the sterilised room individually and make patient bow up head to make everything easy to take the mucus in the nose. The nurse put in the cotton to the nose and shake a bit to make sure the mucus stick automatically to the cotton bud. Then nurse pulls out hte cotton bud and keep the result of nosafaring inthe tube. Finally, the result of nosarafing is testef in the laboratorium

##### 3) Laboratorium Test

The mucus is then tested in laboratorium, for the swab antigen result, lab need several hours for examining the mucus. Lab test result indicate two possibilities syndroms; First, the result indicate that patient is suspected virus covid 19, and the medical team suggest patient for further treatment to prevent the risk of virus. Second indicator reads that pasien is negatively unsuspected and medical teams suggest some instruciones to prevent the virus suspect.

##### 4) Laboratorium result

Patients wait for the result of laboratorium test, by the result, patient have some alternatives treatment in the future. One or two hours, the result of laboratorium is announced to patients by print out of lab notifications. This way keep secret of individual patient either for the suspected or unsuspected one.

##### 5) Data Input to PEDULILINDINGI Application.

Application of PeduliLindunginis the software as one acces to the governmental Medical Service. This application is distributed to all medical institution to make data of Covid 19 in Indonesia. The data includes the swab antigen, preliminary medical check up, and Vaccins injection of all Indonesia people.

The link of PeduliLindungi is governmental ownership, but the government remain the medical isntitution as the caretaker of Covid 19 in Indonesia. Every medical institution is given the pasword and Username as the tool to open the application. For the acces to PeduliLindungi application, goverment gives the link : <http://antigen.medilabper.id>.

To acaes this application, operator of klinik shold come to google facility and put in the password and Username, then operator is able to add data in PeduliLindungi. The operator in clinic input data of patient swab antigen by insisting the number patients's ID car, KK number and Name patient. If the data of patient is right and no mistake, then the operator submit the bootm and finally data is obtained in PeduliLindungi application permanently.

## 5. CONCLUSION

From the result of research carried out in the Clinic dr. H. Abdul Rofieq. Depok. It clear that the clinic appears different from others clinic in treating the swab antigen patient. Clinic dr. H. Abdul Rofieq. Depok has some competitive advantages for swab antigen patient :

- a. Clinic dr. H. Abdul Rofieq paid ful attention to the society who come to clinic for swab antigen treatment. They have difficulty in administration and accomplishment of prerequisites of clinic. So clinic dr. H Abdul Rofieq prepare the administration giudance for them who have troubles in administration.
- b. The most prolematic trouble is the patient come for treatment without any documents need by clinic. Clinic team make them come in another days and take the recommendation letter from headman in every district where patient live. It helps patient much in medical treatment.
- c. The PeduliLindungi application is he confidential dokument which should be handled right. If the data entered in the application, the system reject the data indicate that the data entry is error. To overcome this problems, the klinik team should be careful and identify the data patient strictly.

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